

CLAIMS

What is claimed is:

1. A method of dynamically monitoring external responses to a business plan comprising the steps of:
 - providing a feedback inputting graphical user interface (GUI);
 - receiving user feedback on a business plan wherein the user feedback includes one or more user responses regarding the business plan;
 - routing the user feedback to a centralized facility;
 - at the centralized facility, determining feedback characteristics of the user feedback; and
 - displaying, in near real-time, the feedback characteristics on an internal business plan GUI.
2. The method of claim 1 wherein the feedback characteristics include at least one of a positive response, a negative response, and a neutral response.
3. The method of claim 2 further comprising the step of determining a total number of positive responses, a total number of neutral responses, and a total number of negative responses, and displaying the total number of positive responses, the total number of neutral responses, and the total number of negative responses on the business plan GUI.
4. The method of claim 1 further comprising the step of assigning at least one of a category, a region, a status, and an administrator to each user response.

5. The method of claim 4 further comprising the step of displaying, on the business plan GUI, the category, the region, a user response author, text of the user response, and, if any, a reply to the user response.

6. The method of claim 1 wherein the business plan GUI is accessible via one of an intranet, Internet, and extranet and is only viewable by an authorized user.

7. The method of claim 1 further comprising the step of routing the user feedback to a business plan leader and displaying the user feedback on the business plan GUI upon authorization of the business plan leader.

8. A computerized system for dynamically determining user response to an implemented business integration comprising:

a computerized network;

a readable memory electronically linked to the network;

a plurality of computers connected to the network wherein at least one of the plurality of computers display electronic data to a user in the form of a graphical user interface (GUI) and includes a processing unit programmed to:

display an external GUI having at least one user response link;

display, upon user selection of the at least one user response

link, at least one response GUI including a user survey GUI;

receive a user response of an implemented business integration;

transmit the user response to an integration leader; and

display, upon authorization by the integration leader, the user response on a summary GUI for the implemented business integration.

9. The system of claim 8 wherein the processing unit is further programmed to determine if the user response is one of:

- a very positive response;
- a positive response;
- a neutral/no change response;
- a negative response; and
- a too-early-to-tell response.

10. The system of claim 9 wherein the processing unit is further programmed to tally the user responses for each category and display the tally on the summary GUI.

11. The system of claim 9 further comprising a feedback GUI for the implemented business integration wherein access to the feedback GUI is limited to an authorized user and wherein the processing unit is further programmed to display each user response and, if any, a reply to a user response.

12. The system of claim 11 wherein the processing unit is further programmed to display a region, a modality, and an author for each displayed user response.

13. The system of claim 8 wherein the processing unit is further programmed to display a personal information GUI, the personal information GUI configured to allow a user to input contact information including a name, an address, a telephone number, a country, a zip code, a region, an email address, a sales representation name, and a request for a reply.

14. The system of claim 13 wherein the processing unit is further programmed to transmit the request for a reply to an integration leader.

15. A computer data signal embodied in a carrier wave and representing a sequence of instructions that when executed by one or more computers causes the one or more computers to:

display a first GUI having at least two hyperlinks thereon, one of the hyperlinks configured to display a second GUI upon a user selection thereof and another hyperlink configured to display a third GUI upon user selection thereof;

wherein the second GUI enables a user to input feedback regarding an impact of an implemented business integration;

wherein the third GUI enables the user to request a response to the feedback;

route the feedback and the request for a response, if any, to a business integration leader; and

display at a least a summary of the feedback on a business integration graphical dashboard.

16. The computer data signal of claim 15 wherein the sequence of instructions when executed further causes the one or more computers to display selected user feedback on a feedback summary GUI.

17. The computer data signal of claim 16 wherein the sequence of instructions when executed further causes the one or more computers to display a category, a pole, an author, an inquiry, if any, and an authorized response, if any, for each selected and displayed user feedback.

18. The computer data signal of claim 16 wherein the sequence of instructions when executed further causes the one or more computers to determine a total number of positive user responses, a total number of neutral user responses, and a total number of negative user responses and display the totals on the feedback summary GUI.

19. The computer data signal of claim 16 wherein viewing of the feedback summary GUI is limited to authorized users.

20. The computer data signal of claim 15 wherein the sequence of instructions when executed further causes the one or more computers to determine a total number of user responses received for a given period and display the total number of user responses for the given period on the business integration graphical dashboard.